



National Recreation Reservation Service™

Online Reservations:
www.reserveusa.com

7 days a week, 24 hours a day

Make your reservation now:

1-877-444-6777

TDD: 1-877-833-6777

International: (518) 885-3639

Hours of Operation:

April 1 through Labor Day:

8:00 a.m. until midnight (Eastern)

Day After Labor Day through March 31:

10:00 a.m. until 7:00 p.m. (Eastern)

Services Provided By:

ReserveAmerica

Reservation Policies





**Reserve
Your Place
Under the
Stars™**
National
Recreation
Reservation
Service™

Reservation Policies

Your Reservation

Should there be any problem with your reservation or refund, please contact Customer Service at **888-448-1474**.

Requests for changes and cancellations should be made by calling the NRRS™ at **877-444-6777**.

There may be applicable additional fees (extra vehicle, firewood, visitors, additional equipment, etc.) when you check-in.

Reserved campsites will be held until check-out time on the day following your scheduled arrival. Group overnight facilities will be held until check-out time on the day following your scheduled arrival date. Group day use facilities are held until check-in time on your scheduled arrival date.

Policies

Billing Information: If you paid by bankcard, your monthly statement will contain a reservation billing under the name "RESERVUSA 888-448-1474 Ballston NY ", not the National Recreation Reservation Service or ReserveAmerica. Please make note of this. If you have questions, please call the toll free number listed above.

Changes and Cancellations: A \$10.00 service fee will apply if you change or cancel your reservation.

Late Cancellations:

- **Individual Campsites:** If you cancel an individual campsite reservation within three days of your scheduled arrival date, you will be charged the \$10.00 service fee and forfeit the first night's use fee.

- **Cabins:** If you cancel a cabin reservation within 14 days of your scheduled arrival date, you will be charged the \$10.00 service fee and forfeit the first night's use fee. No-shows, Early Departures, or Cancellations after the scheduled arrival date, are not entitled to a refund. Cancellations for single night's use for Alaska cabins will not be assessed a service fee.

- **Group Facility:** If you cancel a group facility reservation within 14 days of your scheduled arrival date you will be charged the \$10.00 service fee and forfeit the first night's use fee or the total use fee for day use facilities.

No-shows: If you do not arrive at the campground or group facility and do not cancel the reservation in accordance with the above policies, you will be assessed a \$20.00 service fee and forfeit the first night's use fee or the total use fee for day use facilities.

Refunds: Refunds must be requested no later than 30 days after your scheduled departure date.

- **Reservation Fee:** If a reservation fee is charged, it is non-refundable.

- **Service Fee:** This fee will be deducted from the amount of the refund you receive.

- **Bankcard Purchases:** Refunds for bankcard payments will be issued as a credit to your bankcard.

- **Check or Cash Purchases:** Refunds for NRRS™ payments made by check or money order, and cash payments at selected campgrounds will be issued as credit vouchers, unless you request a check refund. Credit vouchers can be applied to future reservations, but must be used within one year of the date of issue. Beyond that time, a refund check will be issued. A refund will be processed within 30 days of receipt and approval.

Emergency Closures: In the event of an emergency closure, the NRRS™ will attempt to notify users and offer alternate dates and sites. If this is not possible, all fees paid will be refunded.

Golden Age or Golden Access Passports: If you have either of these Passports, they provide you with a fifty-percent discount on the recreation use fee for individual campsites. This discount does not apply to fees for Alaska cabins or group facilities.

- **Making Reservations:** Customers that have one of these Passports are required to provide the Passport number at the time the reservation is made to receive the discount. If the customer makes more than one reservation for the same location and date(s), the discount will only apply to the site the Passport holder occupies.

- **Upon Arrival:** Customers using one of these Passports are required to present the Passport and one form of identification to confirm the discount. If you do not provide proper documentation, you must pay the full recreation use fee prior to using the facility.

Changes to the Policies and Procedures: The NRRS™ reserves the right when necessary to modify reservation policies. Current reservation policies are available on the Internet at: www.reserveusa.com/policies/ and at NRRS™ participating field locations.

www.reserveusa.com